

CHRIS CONTACT INFORMATION

NOTE: All CHRIS users should first consult with their organization's HR Power User, Training or IM point of contact (POC) if they need assistance with CHRIS.

TYPE OF CHRIS USER	IF USER NEEDS ASSISTANCE WITH ONE OR MORE OF THE FOLLOWING:	WHO TO CONTACT
CHRIS HR User CHRIS Training User CHRIS Workflow User	1. Forgot CHRIS password	User should send an email to CHRIS Technical Hotline chrissecurity@netl.doe.gov
	2. Having technical difficulties such as printing, connectivity issues or getting error messages	The user should first contact their local CHRIS IM POC for resolution. If necessary, the IM POC should send an email to CHRIS Technical Hotline (chris@netl.doe.gov) or phone 304-285-4729
	3. Need access to CHRIS or Workflow	User should complete the CHRIS User User ID Request Form or the CHRIS Workflow Request Form on the CHRIS website at http://chris.inel.gov The appropriate POC should sign and fax to 304-285-4282
	4. Have a functional personnel processing question (for example, how do I process an intervening action)	HR user should first research the HR Users manual and/or HR bulletins. If they cannot find a solution, they should contact their local CHRIS HR power user. If necessary, the HR power user should contact CHRIS Functional Hotline via email at chrisfunctional@netl.doe.gov or phone 304-285-1310
	5. HR user needs to request a new job code	HR user should complete the online Job Code Request Form on the CHRIS website and fax to 304-285-4553

	6. Have a functional training administration question (for example, how do I enter a course session)	TR user should first contact their local CHRIS training point of contact for resolution. If necessary, the training POC should contact the CHRIS TR Help Desk via email at chistrfunctional@netl.doe.gov or phone (202) 287-1640.
	7. Functional questions related to manage competencies	TR user should first contact their local CHRIS training point of contact. If necessary, the training POC should contact the CHRIS TR Help Desk at (202) 287-1640.
	8. Functional questions related to training workflow (for example, I don't see my supervisor in an approval role)	TR user should first contact their local CHRIS training workflow point of contact for resolution. If necessary, the training workflow POC should contact the CHRIS TR Help Desk at (202) 287-1640.
	9. Forgot password to Employee Self Service (ESS)	Go to https://mis.doe.gov/ess and click on "Forgot Password"
	10. Have a question on how to do something in ESS	Contact the ESS Help Desk at 301-903-0605
	11. Need general information related to CHRIS	User should review HR and Training manuals/bulletins posted on the CHRIS website at http://chris.inel.gov